

CITY HALL FACILITIES MANAGER

GRADE: 11

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The City Hall Facilities Manager (evening and weekends) performs intermediate work in support of various City departments' activities; communicates information about the City government and community in response to inquiries; and provides support to various staff in the City Manager's Department. The work requires limited physical demands and is performed under good working conditions. The incumbent's work is directed by the Administrative Support Coordinator and is performed with minimal supervision.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Serves as point of contact for visitors, the public, activity participants, staff and officials regarding City Hall activities, such as meetings, socials, receptions, etc. during evening and weekend hours.
- Maintains information on evening and weekend activities to be held at City Hall.
- Schedules and arranges conference rooms for groups conducting City approved business. Such scheduling may often occur on short notice.
- Ensures that City Hall conference rooms are open in advance for weekend and evening usage.
- While activity preparation, set up, administration, equipment, supplies and clean-up are solely the responsibility of individual department staff assigned to manage

such activities, the Facilities Manager may provide direction and, when feasible, assistance.

- Ensures that City Hall is secured and all doors are locked at the end of the last activity.
- Monitors the building to ensure safety and security.
- Reports any suspicious activity to the Police Department.
- Accepts mail dropped off by the postal service, private carrier, residents, etc. and distributes them to the departments accordingly.
- Assists in a variety of projects including clipping and storing articles on City government news; preparing welcome packets for residents; operating the telecommunications device (T.D.D.) for the hearing impaired; etc.
- Maintains listing of some alarm codes in the event alarms go off; and, may silence them as appropriate.
- Provides administrative support to City Manager's staff as required.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and three years progressively responsible facilities management or public relations experience involving contact with the public and meeting coordination, including experience and familiarity with e-mail and standard word processing.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the functions and activities of the City and each department, as well as the location of the offices and person responsible for the conduct of such functions and activities.
- Knowledge of or ability to quickly develop knowledge of the street geography and street locations within the City and other often sought locations.
- Ability to give clear and concise instructions and directions.
- Ability to quickly establish rapport with persons from various backgrounds.
- Ability to remain calm and pleasant under difficult circumstances which require the exercise of considerable tact and diplomacy.
- Ability to make decisions and to use resourcefulness in meeting new problems.
- Ability to follow oral and written instructions with little or no supervision.
- Ability to work well with others.
- Ability to operate standard word processor/PC.